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Montana
State
Fund

Guardian



DECEMBER



1998

EMPLOYEE ACTION COMMITTEE



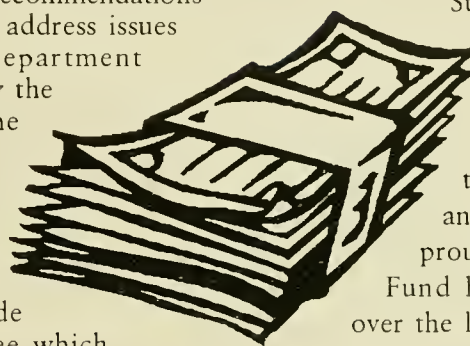
As a result of the Employee Opinion Survey, department committees have formed and are working to develop recommendations and specific actions to address issues which surfaced in department feedback sessions. (Likely the lowest scoring items in the survey.) This committee will provide a report to the department vice president.

A team leader from each department committee will serve on the State Fund wide Employee Action Committee which will meet with and report to the President. The team leader will bring the issues determined to be State Fund wide or across several departments to the State Fund wide committee.

The State Fund wide committee will then develop recommendations and specific actions to positively impact issues which affect all or a significant amount of State Fund employees. The committee will create a report and action plan for the president. The report presents recommendations, as well as identifies responsible parties and time lines. This report will be submitted by January 29, 1999, and the president will provide feedback on the recommendations by February 19.

Once action plans are put in place, the Human Resource and Communications Department will monitor the actions and provide a monthly status report to the president and State Fund wide committee beginning in March, 1999, and continuing through the end of the fiscal year.

If you have questions about your department committee, or the process of the Employee Action Committee, talk to your supervisor, or contact the HR and Communications Department.



GREAT JOB STATE FUND!

State Fund has delivered on several promises lately. And the recent dividend declaration by the Board is another reason to be proud of what the State Fund has accomplished over the last year. The hard work of all employees has helped turn the State Fund around into a financially viable organization. With the continued energy and enthusiasm of employees, the State Fund can expect to make steady progress toward achieving our mission, vision, and goals.

PAALS/AMPS UPDATE

Much progress has been made in implementing the PAALS/AMPS systems. But in order to ensure that the systems are the highest quality they can be, the launch date has been extended to March 1, 1999.

As we enter the new year, launching PAALS/AMPS is our number one priority. Thanks to everyone for their patience, their dedication, and many hours of work to help get PAALS/AMPS up and running.

STATE DOCUMENTS COLLECTION

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HELENA, MONTANA 59620



Published monthly by and for the employees of the Montana State Fund.

PRESIDENT'S MESSAGE

December offers us an opportunity to look back on what we as an organization have accomplished over the past 12 months and the challenges and opportunities that lie ahead in the new year.

Seldom has the State Fund experienced a year like 1998. July saw yet another premium rate decrease for our customers. In September, our Board determined that the Old Fund liability was fully funded, bringing about an end to the Old Fund Liability Tax on December 31, eight years ahead of schedule. And in December, the Board declared a \$10 million dividend to deserving customers of record for policy year 1997. All of this was tremendous news for our policyholders and for every citizen of Montana. With a great deal of dedication and hard work, the State Fund has become what our Governor, legislators, and the state's business owners and their workers envisioned nearly eight years ago when the new State Fund was created.

But even as we celebrate our accomplishments, we look ahead to new challenges. Implementation of the PAALS/AMPS system is crucial to our continued efficiency and success. Changes brought about by the upcoming legislative session and CI 75 could also impact the way we do business. And the workers' compensation market in Montana continues to be extremely soft, with intense competition from other insurers. Yet each of these situations offers its own opportunities for us to excel and provide the best possible service and value to our customers.

As we approach the end of the year, I'd like to personally thank each of you for your exceptional dedication and effort throughout 1998. Your hard work is a major reason for our continuing success. Very best holiday wishes to you, your families and loved ones.

EMPLOYEE OF THE MONTH



Congratulations to Nance Hughes, Customer Service Supervisor and the November Employee of the Month.

Nance has one of the most challenging jobs at State Fund. She coordinates 17 employees, as well as coordinates work with other departments. And her co-workers say she does all this with a smile and enthusiasm to spare.

Nance strives to make everyone feel like a valuable member of the team. She constantly guides her team to keep them focused during changes in management, as well as daily tasks and priorities. She encourages staff to strive for growth and professional development. A co-worker adds, "Nance is a truly caring and giving person who always tries to help with our needs and keep the phones fully staffed. She has helped me in so many ways, there is not enough room on this form to describe how much I am indebted to her both personally and professionally."

Thanks, Nance, for your hard work and dedication to your employees and the State Fund.

KUDOS KOLUMN

Huge thanks to Kelly Stanley and the entire SAC crew for planning and coordinating the State Fund Christmas party. I think everyone who attended would agree it was a great success—even better than last year! The amount of time and effort which goes into planning these events is substantial. If you see a member of the SAC (Jeannie Davis, Kathy Gowen, Kelli Hargreaves, Helen Osterloth, Keri Routzhan, Bridget Scevers, Kelly Stanley, and Vi Walchuk) please thank them for their hard work.

In a recent meeting with ISP agency, producer Chuck Turner exclaimed "State Fund CSU is the best customer service unit of all the companies ISP represents." Great job CSU!

Fred Nelson, a producer with Streeter Brothers Agency, commented specifically on the excellent service he receives from Rose Marie Roseland.

Karen Kay recently helped a California hospital employee and answered several questions about a claim. The woman commented that she "really appreciates the great customer service she gets when she calls the State Fund."

Thanks to Holly Wood, Kim Erickson, and Lynn Mogstad who took time out of their work to help Brent Small with a special project.

During calls to providers, our customers service representatives have been told repeatedly how wonderful the service at the State Fund is and what a quick turnaround they get on their bills. Great job Med Pay!

CAREER ASPIRATIONS

By Morgan Hahn

Where will you be five years from now? Are there positions, other than your own, at Montana State Fund that look interesting to you? Are there skills within your current job that you would like to improve? Do you like public speaking, how is your computer knowledge, do you know what it takes to become an effective leader within our organization? These are just a few of the questions you and your supervisor should be discussing during your performance evaluation meeting.

This is your opportunity to bring up future plans and ideas with your supervisor. There are many training opportunities available—check your Training Guide. If there are trainings you would like to attend, but are not listed in the Guide, discuss them with your supervisor. And did you know the HR&C Department has a library of resource material? Everything from video to cd-rom, covering topics from making presentations to stress relief exercises you can use at your desk!

So what are you waiting for! Take advantage of the current training opportunities and resource materials available at State Fund, and give your “professional growth” a boost.

STATE FUND DOUBLES CONTRIBUTIONS

By Wayne Dillavou

Although the campaign is over, all of us at State fund should feel extremely proud of our effort during the 1998 SECGC. State Fund doubled last year's contribution, finishing with a total of \$11,738. Of the thirty agencies participating, State Fund was sixth in overall giving (we also have the least amount of employees of the top six).

The participation rate of 66% was tremendous. We tied for second with the Governor's office (the winner, Political Practices, has only four employees).

The 1998 campaign netted the best giving record in its history! Over \$188,871 benefitted 350 Montana non-profits.

All of us have reason to celebrate this incredible display of generosity. Thanks for giving!



Wayne Dillavou, Jill Olson, and Chuck Christiansen present Marie Ringle with a certificate for dinner at the Stonehouse and limousine service.

TRAINING CALENDAR

Righting Your Writing—January 5, 13, 21; 2:30-4:30

Intermediate Powerpoint—January 6; 9-12

Intermediate Powerpoint—January 7; 9-12

Intermediate Excel—January 7; 1-4

PPRP for Employees—January 7; 1-4

Meetings for Results—January 12; 8:30-12

Advanced Word—January 12, 13, 14; 9-12

Getting to Know MIS; part 1—January 19; 9-10

Effective Interview Skills—January 26; 10-12

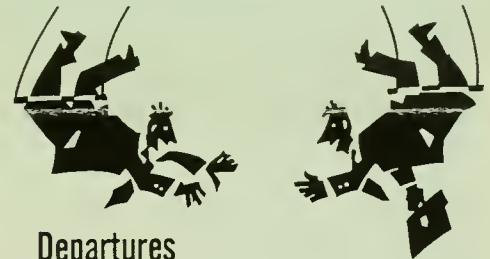
Getting to Know the Agents, part 1—February 2; 9-10

HUMAN RESOURCES

Personnel changes as of December 28, 1998

New Hires

Michelle Spencer (Loss Control)
Ken Quattlebaum (Claim)
Bonnie Keech (Underwriting)



Departures

Gigi Horvath (MIS)

STATE FUND CHRISTMAS PARTY



It was standing room only at the 1998 State Fund Christmas Party. Employees and guests packed the Elks Club and were treated to a buffet dinner, gift giving (and stealing), music, and dancing. It was great to see so many people having a good time!



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Please call 444-6502 with comments or suggested articles.

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